TEST INFORMATION GUIDE

This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the **Data Processing Technician** job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

I. COMPUTER OPERATIONS   (24 Questions)

This test section contains questions which assess your knowledge of computer system operation concepts and terminology. None of the questions assess knowledge of specific computer systems. Rather, many questions present scenarios which could conceivably occur at any computer installation. Test questions require you to select the best course of action to take among those presented to resolve the situation described in the scenario.

II. NUMERIC REASONING   (10 Questions)

Employees in this job use numeric data to compare batch totals, compute production rates and compare record counts against records processed. Basic math skills are important to successful completion of these tasks. The test questions in this section of the exam require you to resolve situations that require the application of basic mathematical computations including addition, subtraction, multiplication, division, fractions, and percentages.

III. COMPUTER HARDWARE AND SOFTWARE   (16 Questions)

Employees in this job use computer hardware and software to document work activities as well as to help troubleshoot problems for other users. These questions cover a variety of basic computer hardware and software topics. All questions are *generic* in that they are unrelated to any specific software package or computer hardware. Test question topics include:

- Disks and disk drives;
- Documents, directories and data management;
- Word processing features and functions;
- Troubleshooting hardware and software problems;
- Functions of computer components;
- Windows operating system features and terms;
- Communication networks and LANs.

IV. DOCUMENTING WORK ACTIVITY   (12 Questions)

Employees in this job must manage work activity data. This section of the exam tests your ability to make sensible decisions regarding the efficient storage and retrieval of complete and accurate data. Test question topics include:

- Completion of records;
- Maintenance of records;
- Use of different filing systems.

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V. INTERPRETING WORK PROCEDURES   (14 Questions)

Employees in this job are often required to complete tasks and make work related decisions that require correct interpretation of written instructions and procedures. This exam section tests your ability to read and interpret passages similar to procedures you would encounter in a data processing operations job. Included in this section are instructions and procedures relating to:

- Coding instructions;
- Computer error messages;
- Printer keys and indicators.